PRODUCT DESCRIPTION

# Product Title

Foodhub

# Product Scope

Foodhub is an application to manage an online booking system that help the restaurant to manage their orders and make it convenient for the customers to buy food without going to the restaurant. This app can provide for the user many functions such as searching for their favorite foods, seeing the other feedbacks and comparing the price of the restaurants. In addition, the user can be offered lots of vouchers. After paying the orders, the user can get the point to exchange some discounts if they have enough points.

# Stakeholders

1. Restaurant (manager, staff)
2. Customer
3. Shipper

# Functional Requirements

1. **Restaurant (manager, staff)**

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| --- | --- |
| Actor | User story |
| Manager | As a manager, I want to add the new food, so that I can increase incomes and give the various options. |
| Manager | As a manager, i want to update the food, so that I can fix the price or information which it’s wrong. |
| Manager | As a manager, I want to delete the food, so that I can cut unnecessary preparation and ingredients. |
| Manager | As a manager, I want to see customer’s feedbacks, so that I can make chances to the product which meets customer’s expectation. |
| Staff | As a staff, I want to see customer’s order, so that I can prepare the food in advance. |

1. **Customer**

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| --- | --- |
| Actor | User story |
| Customer | As a customer, I want to add order, so that I can get my food. |
| Customer | As a customer, I want to cancel order in case I make mistakes. |
| Customer | As a customer, I want to see order’s histories, so that I can have the information of the restaurant which I had ordered. |
| Customer | As a customer, I want to search foods or the restaurants based on: the location, the price or the discount,… so that I can get the best meals from the restaurant. |
| Customer | As a customer, I want to feedback the shipper or the food or the restaurant’s service, so that I can share my opinions. |
| Customer | As a customer, I want to see the review, so that I can get the information of the restaurant, the shipper or the food. |
| Customer | As a customer, I want to communicate with the shipper, so that I can take some notes for the shipper to know. |
| Customer | As a customer, I want to choose the payment method, so that I can have many options to pay. |

1. **Shipper**

|  |  |
| --- | --- |
| Actor | User story |
| Shipper | As a shipper, I want to see the customer’s order, so that I can go to the right place. |
| Shipper | As a shipper, I want to accept/cancel the order in case I am busy with another order that has not yet been completed. |
| Shipper | As a shipper, I want to see the customer’s profile, so that I need some informations about: name, phone, address,… |
| Shipper | As a shipper, I want to see customer’s feedbacks, so that I can fix the mistake which meets the customer’s expectation. |
| Shipper | As a shipper, I want to chat with the customer, so that I can confirm the information, inform the customer about the reason for the late delivery and notify the customer to pick up the order. |

# Nonfunctional Requirements

1. **Availability**

- The system should be available at all times 24/24 so that user can access the system.

- If the system is non‐operational, the system shall present a user with notification informing them that the system is unavailable.

1. **Security**

- The information of the user must be encoded before saving in database.

- Payment with any wallet will also be sent a confirmation code within 1 minute.

- The access permissions for system data may only be changed by the system’s data administrator.

1. **Performance**

- The system can afford with 1000 user’s access without any troubles.

1. **Targeted Platforms**

- The system can run on the Website and the Mobile simultaneously.